

## Job Description & Person Specification

**POST TITLE: TEAM LEADER (College Residential Services)**  
**REPORTING TO: REGISTERED MANAGER (College Res Services)**

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### OBJECTIVES

1. To provide high quality, person-centred care recognising the potential of each Student and to promote through actions and words the achievement of that potential including working as and leading a team.
2. To meet the physical, emotional and psychological support needs of Students in their residential setting using the service in a way that promotes dignity, privacy, safety and independence.
3. To ensure the effective use of resources in providing this care and support.
4. To provide team members with day to day support, encouragement and professional advice. Assist with the personal and professional development of team members and provide an effective link between Service Users, team members, senior management and Director.
5. To be responsible for the smooth and effective running of the shift.

### KEY RESPONSIBILITIES

#### Providing Person-Centred Care:

1. Have a good understanding of the operating philosophy, aims and objectives and facilities and services provided as laid down in the Statement of Purpose.
2. Have a good understanding of the disabilities, health and social care needs, strengths and challenges of those who use our services.
3. Deliver quality care and support to meet the health, personal and social care needs of people who use our services as documented in the individual plan of care.
4. Be aware of areas of high risk as identified in risk assessments and deliver care and support in line with individual risk management care plans.
5. Monitor the physical health and psychological well-being of people who use our services, report any changes and assist in the evaluation of the outcomes of care and support.
6. Understand the importance of promoting independence and diversity in providing care and support.
7. Support those who use our services to exercise their right of choice over their programme of care and support.
8. Encourage participation, involvement and personal fulfilment by supporting an agreed programme of activities that reflects individual choice and preferences.
9. Act as a Key Worker when required for an individual Student.

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10. On the basis of a detailed working knowledge of care plans, supervise the delivery of care and ensure Colleagues are directed and supported in being able to deliver that care.
11. Direct and supervise support team Colleagues including ensuring Colleagues are completing the necessary documentation as required..
12. Assist the Registered Manager in reviewing care plans and advising support employees of changes in agreed programmes of care.

#### **Meeting Essential Care and Support Needs:**

13. Delivery and administer care to the quality related to the CQC Essential standards of care.
14. Deliver care that helps each Student develop resilience and skills that prepare them to return home, live in a new placement or live independently as an adult.
15. Engage with Students to understand their views, wishes and feelings and balance those against the Students best interests. Help the Students to understand how their privacy is respected.
16. Help Students achieve educational and training targets through the 24 hour curriculum whilst supporting through development of study skills and attendance as appropriate at Oakwood College.
17. Support Students to participate and benefit from a variety of activities that meet, develop and reflect creative, cultural, intellectual physical and social interests and skills.
18. Support Students to maintain a healthy lifestyle, good nutrition diet and fluid intake and access to GP, dentist, opticians and other practitioners as required.
19. Meet the Student's behavioural and emotional needs in helping them to become socially aware, encouraging them to take responsibility for their own behaviour and understand expectations in accordance with their care plan and age.
20. Be aware of the signs of possible abuse and report all concerns to the Registered manager.

#### **Communication**

21. Encourage those who use our services to communicate their needs and to engage them in the process of delivery of care and support.
22. Respond promptly and courteously to requests for support and assistance including answering emergency calls.
23. Provide verbal and/or written hand-over of care given over a span of duty and report any changes in care needs and physical or emotional well-being.
24. Understand the importance of maintaining confidentiality of records and information in day to day communication and when certain information may need to be passed on.

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25. Use appropriate means of communication to promote good relationships with Colleagues, relatives and friends of people who use our services, the local community and any other parties with whom Phoenix Learning & Care has dealings.
26. Report all concerns you or others have regarding the ability of the service to meet the needs of those using the service including possible abuse, comments or complaints.
27. Read and understand the appropriate Policies of the organisation raising any issues or knowledge gaps with your Manager immediately.
28. To control sickness absence by always conducting back to work interviews and correctly applying company policy.
29. Welcome and be courteous to all visitors to the service.
30. Attend employee meetings as directed including Supervisions, Appraisals and the like.
31. Assist in inducting, mentoring, counselling and completing formal supervision for new Colleague's and in the continuing development of Support Team members who report to you.

#### **Health and Safety:**

Understand your responsibilities under the Health and Safety at Work Act 1974 and act by taking reasonable care of the safety of those who use our services, Colleagues, the public and yourself.

32. Be aware of the work-place hazards identified in the General Risk Assessments and COSHH risk assessments and the management controls described.
33. Be aware of the fire hazards identified in the Fire Risk Assessment, the management controls identified and your role in fire prevention and what to do in the event of a fire.
34. Apply the principles of safe food handling as they apply to your work.
35. Understand your role in infection control and in reducing and managing these risks by implementing Phoenix policies and Best Practice guidelines.
36. Promptly report any accidents, adverse incidents or observations of injury.
37. To complete domestic duties in the home ensuring that the house is kept warm, clean and tidy, and if necessary help the Students to keep their space clean. Duties can include (but not restricted to) laundry, cooking, washing-up, cleaning, gardening, vehicle cleansing.
38. Promptly report any health and safety hazards, maintenance issues or malfunction of any systems, building elements or equipment, including heating, lighting, fire, security or call systems.

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**PERSON SPECIFICATION  
TEAM LEADER (College Residential Services)**

CATEGORY	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working in a care setting (2 years) working with Young People</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
<b>EDUCATION &amp; TRAINING</b>	<ul style="list-style-type: none"> <li>• NVQ III or L3 – Diploma or equivalent</li> <li>• First Aid</li> <li>• Health and Safety</li> <li>• Basic Food Hygiene</li> <li>• Manual Handling</li> <li>• Able to read and write English to an acceptable standard</li> </ul>	<ul style="list-style-type: none"> <li>• GCSE's English and Maths</li> <li>• NVQ IV/5 L5 – Diploma or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Certificates</li> </ul>
<b>SKILLS &amp; KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Ability to produce written reports with good use of IT</li> <li>• Ability to communicate clearly and effectively with colleagues and clients (verbally and non verbally)</li> <li>• Ability to work alone and use initiative Understand the values that underpin the delivery of person-centred care and consistently reflect these values in the individualised care and support offered to people who use our services</li> <li>• Confidently provide care and support to meet the essential care and life-style needs of the people</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of a wide range of health, social work and voluntary services for Children and Young People and ability to know when and how to use them</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>

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	<p>who use our services</p> <ul style="list-style-type: none"> <li>• A good understanding of the essential standards underpinned by the Health &amp; Social care Act (2008) (Regulated Activities) Regulations 2014</li> </ul>		
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Consistent approach</li> <li>• Flexible &amp; reliable</li> <li>• Neat &amp; tidy appearance</li> <li>• Caring Attitude</li> <li>• Previous experience of working in a team setting</li> <li>• To accept supervision and instruction</li> <li>• Sense of humour, patient and compassionate</li> <li>• Use initiative and communicate effectively with the people who use our services, within the Care Team and with families and other agencies</li> <li>• Understand and fulfil responsibilities with regard to Health and Safety and managing risk</li> </ul>	<ul style="list-style-type: none"> <li>• High level of Emotional awareness in both self and others</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> </ul>
<b>ADDITIONAL REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Can take part in all activities and shift work including sleep-ins</li> <li>• Honest, trustworthy and of good character</li> <li>• Driving licence</li> <li>• Own transport</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> </ul>

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